

ICN Insider



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ICN Brings Back the IN TOTO Conference

The 'QUIZ' Show

Quite Useful Information Zone

There is still time to register for ICN's 2011 *IN TOTO* Conference, scheduled for Thursday, October 13 at the Iowa Valley Community College located in Marshalltown, IA.

We have a full day of great speakers planned for the event, including keynote speaker Angela Maiers with Maiers Education Services, Michael Wagner, CEO of the White Rabbit Group, and Dave Lingren, Executive Director of the ICN.

During the day we have a variety of breakout

sessions planned, which includes a presentation of ICN's progress in implementing an IP video solution, a collaborative discussion with ICN's Video Administrator, and information regarding ICN's federal broadband grant award.

We are thrilled to have Gwen Nagel from the Iowa Department of Education speaking on the evolution of distance learning in Iowa.

Back by popular demand is Leigh Zeitz, Ph.D, from the University of Northern Iowa. Dr. Z will be exploring how gaming is

not a waste of time, but a guided process which directs the player/learner towards a desired goal.

There is much planned, and we know you will want to join us for this event.

Registration for the conference is \$35, which includes a lunch meal and snacks throughout the day. Find the registration information at www.icn.state.ia.us/intoto.



Requesting Comments for Proposed IP Video Rates

The Iowa Telecommunications and Technology Commission (ITTC) is soliciting comments regarding the ICN's proposed IP video rates for the October 19, 2011 commission meeting. If you have comments for the Commission regarding the

proposed IP video rates, please send them to Philip Groner, Manager of Business Services, phil.groner@iowa.gov or Philip Groner, Iowa Communications Network, Grimes State Office Building, 400 E. 14th Street, Des

Moines, IA 50319 prior to 1:00 p.m., October 18, 2011.

The proposed IP video rates to be considered by the ITTC can be found at: www.icn.state.ia.us/aboutus/videorates.

**Message from
Dave Lingren,
ICN's Executive
Director**

Sometimes I am told that government should not be in the telecommunications environment, since those individuals believe that ICN should not be competing with local companies. The discussion should not be government verses the private industry, but whom and how are the individuals benefiting from the services provided. The focus should be about ensuring that the services are offered in the most cost effective way for the taxpayers of Iowa. A partnership between the private sector and government has proven to be the most cost effective way for services to be delivered to the taxpaying community. The ITTC has supported the ICN's efforts to pursue this type of money saving initiative, and we continue to move in this direction.

Healthcare Facility Receives Top 25 Honor

Radiology Consultants of Iowa (RCI) was recently selected as one of the *Top 25 Connected Healthcare Facilities* by Health Imaging & IT. RCI is a participant in the Iowa Rural Healthcare Telecommunications Program (IRHTP), which has its private fiber-optic network, hosted by the ICN.

The program has improved RCI's ability to provide critical services to its rural hospital partners. Prior to RCI's involvement with the program, their Internet connections were inadequate for the performance their doctors demanded.

Radiology is now expected to be a 24x7 service, and in many



cases, complex imaging exams require a radiologist with subspecialty training for particular types of exams. With the connections provided by IRHTP, specialists can read exams from any of the locations that are connected to the project, just as easily if they were on site.

"The impact of IRHTP is most evident in the emergency rooms," stated Joe Moore, RCI's Chief Information Officer. "We are now able to report our findings much faster than

before, by as much as 30 minutes or more. This helps the rural ER doctor in the middle of the night make better, faster decisions, so they can determine if the patient should stay there or be transported to a larger urban facility."

IRHTP is a joint partnership between Iowa Hospital Association and ICN. IRHTP's healthcare facilities utilize private Ethernet services and Internet, provided by the ICN, to exchange medical information including radiology studies, electronic medical records, and remote ICU monitoring. IRHTP's overall goal is to deploy a secure, statewide, high-speed network connecting rural hospitals to vital healthcare resources.

Clarifying an Inaccurate Message about ICN

There has been an incorrect message communicated to our customers and partners. The inaccurate message is that the ICN is up for sale, and will be sold soon. What is true is that the Iowa Telecommunications and Technology Commission (ITTC), ICN's governing body, was instructed by the legislature through House File 45, during the 2011 legislative session, to write a request for

proposal (RFP) to determine if there is interest in purchasing the ICN. The ITTC has two years to complete the RFP process, which provides a timeframe of June 30, 2013 (extension made by House File 646).

If it is determined that there is interest to purchase the Network, customers' rates will be maintained, since bidders of the RFP will be required to offer services currently

provided by the ICN at lower overall long-term cost.

To our customers and partners, it is important to clarify this inaccurate message that is circulating. The ICN is not currently up for sale. If it is determined that there is a viable candidate, through the RFP process, all bidding information will be required to be reviewed by the legislature and Governor prior to a commencement of a sale or lease agreement of the Network.

ICN Releases Customer Survey Results



This year ICN changed the methodology utilized in surveying authorized users regarding their satisfaction with ICN services and staff business conduct. ICN utilized a two-step customer survey process to obtain FY 2011 customer satisfaction measures. The 'Step One Survey' was conducted in late April to verify contact information and gather general perceptions from key authorized user decision-makers regarding ICN services. The 'Step Two Survey' was released in May to those authorized user contacts who dealt with specific aspects of ICN's business conduct

and support functions including account contacts, billing contacts, technical support contacts, and video scheduling contacts. The timely responses are helpful to ICN management and provide a more accurate assessment of the agency's performance.

Both surveys indicated an overall satisfaction score with ICN services (authorized users were either very or somewhat satisfied) of 90 percent. This indicates higher satisfaction than was indicated in FY 2010. The 'Step Two Survey' aggregate satisfaction

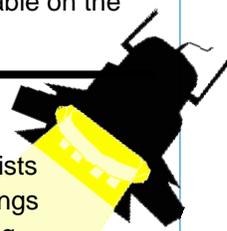
score of 82 percent with ICN services was consistent with the previous year's responses. Other items learned from the survey were:

- ICN customers want more information about services.
- ICN customers want more training when it comes to our electronic billing.
- ICN customers want to know about the future of the Network.

The [2011 Customer Satisfaction Surveys Report](#) is available on the ICN website.

The ICN, a state agency, is the country's premier fiber-optic Network, committed to continued enhancement of distance learning and providing lowans with convenient, equal access to education, government, and healthcare.

Employee Spotlight: Linda Brewer



Linda Brewer is a Telecommunications Specialist within the Business and Governmental Services Division of ICN. She is the project manager/lead worker for her division and her primary duties consist of data entry, internal and external customer service. Linda has been with the ICN for 14 years and 4 months. She worked as an Accounting Tech 2 and as a Technical Support Specialist Sr. before she began her current position. Prior to ICN employment, Linda worked at Nationwide Insurance beginning two

months after high school graduation and continued working there for 20 years.

Linda's most memorable life experience is the day she gave birth to her son, David. In her leisure time, Linda tries to spend as much time with her family as possible. Her son David lives in Minneapolis, so she spends a great deal of time with her nieces and nephews. Linda can shop for anything (clothing, shoes, furniture, etc) and loves every second of it. She aspires to be a personal shopper one day for people who loath the experience. Linda also volunteers for the Elks,

where she assists with youth outings such as bowling, roller skating, fundraising, and donation campaigns.

If Linda was able to meet one person in history, she would like to meet Aristotle. She would enjoy sitting and listening to Aristotle develop and express his views of the world. Linda's top three things to have if stuck on an island are: her favorite snacks, some of the clothing she spent so much time shopping for, and a Bible because she believes through prayer all things are possible.



Do you have new staff, administrators, or friends who might be interested in receiving this newsletter? Please pass it on and have them contact lori.larsen@iowa.gov to be placed on the distribution list.

Remember to visit ICN's website at www.icn.state.ia.us to keep updated on all ICN related news.



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Upcoming Video Session for Students and Educator through Iowa Public Television's Connections

Martha Speaks, Baby Rattlesnake

Tuesday, October 18, 2011; 9:00 AM - 9:50 AM & 10:00 AM – 10:50 AM
Audience: **Grades K-2**



This is a series of sessions for K-2 based on the Reading Buddies Program for Martha Speaks. If you have a buddies system in your school we invite you to bring them to the session together. The content will be aimed for children in grades K-2.

Each week participants will watch a 13 minute episode of Martha Speaks, play a game, read a story, and write a short journal entry; all based on chosen vocabulary words.

Registration Deadline: Friday, October 7, 2011

Youth@Work: Teen Safety and Health in the Workplace

Monday, October 24, 2011; 9:00 AM - 9:55 AM; 10:00 AM - 10:55 AM
Audience: **Grades 9-12**



Late middle school or high school is when many students typically begin to work. In many cases young people go into work situations without the information and knowledge needed to keep them safe and healthy. The purpose of this session is to inform and to initiate the thought process about safety on the job with teens. Students will learn the following during this session: 1) How to identify a hazard; 2) How hazards can be controlled; 3) What to do in an emergency; 4) Workers have rights; and 5) How to speak up effectively with employers.

The presenters are from Iowa OSHA and Iowa Workforce Development. This is a session that every middle school and high school student should attend.

Registration Deadline - Wednesday, October 19, 2011

Alliant Energy Kids: Lunch and Learn

Wednesday, October 26, 2011; Multiple Timeframes
Audience: **Educators**



Educators bring your lunch and join this short twenty-five minute informational session about Alliant Energy Kids. This fall, Alliant Energy will roll out this energy education curriculum for students in third and fourth grades. Alliant Energy Kids offers units on energy safety and energy conservation. Each unit contains lesson plans that include learning objectives, a list of applicable national standards, fun activities and projects and accompanying materials.

There is no cost to attend. All you need to do is register and come! Alliant Energy staff will be on hand to give you a guided tour of this free, easy-to-use resource.

Registration Deadline: Thursday, October 20, 2011

For More Information about Upcoming K-12 Connections Contact:

Marcia Wych or Abby Brown
Educational Services
(800) 532-1290 or (515) 242-4181
abby@iptv.org
www.k12connections.iptv.org

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